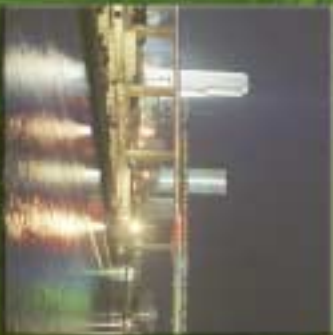


Service Guide



An easy-to-use guide to riding Metrobus, Metrorail, Metromover,



and Special Transportation Service in Miami-Dade County

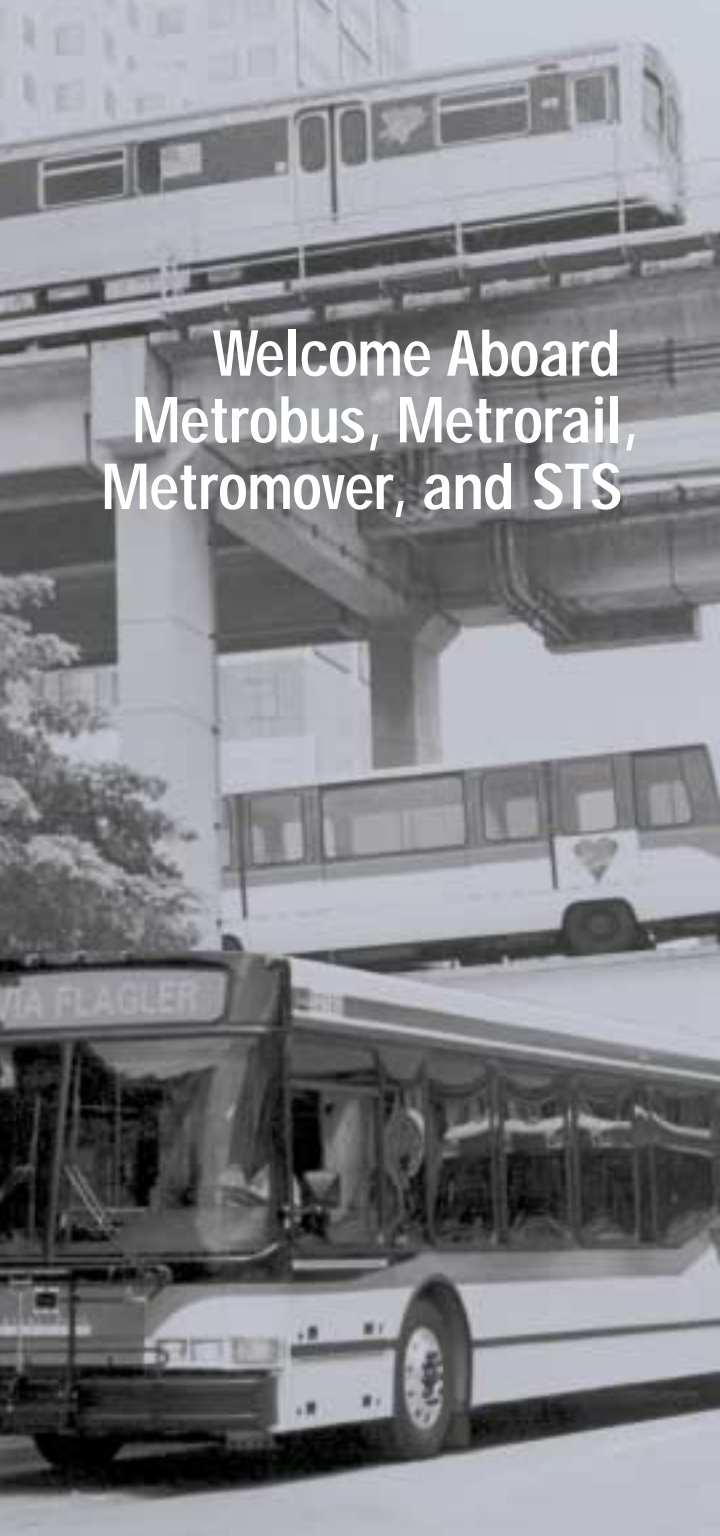


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www.miamidade.gov/transit

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Welcome Aboard Metrobus, Metrorail, Metromover, and STS



At Miami-Dade Transit, our number-one priority is to provide safe, reliable, efficient, and accessible public transportation. With more than 100 bus routes and 22 miles of rapid transit, you can easily travel from as far south as Marathon Key to just north of the Broward County line. Or transfer to Tri-Rail and extend your trip to Palm Beach County.

Thanks to the People's Transportation Plan, approved by voters in November 2002, our Special Transportation Service and an increasing number of Metrobus routes offer convenient 24-hour service, every day. In addition, everyone rides free on Metromover, which serves the Omni, downtown Miami, and Brickell areas.

This guide describes our services and gives step-by-step instructions on how to use them. You can also call Customer Services at 305-770-3131, or 305-891-3131 for residents living south of SW 216th Street, to access transit information. Deaf and hard-of-hearing customers with TTY equipment can call 305-654-6530. Or visit www.miamidade.gov/transit/.

Welcome aboard, and thanks for using transit!

Roosevelt Bradley
Director

Transit Today

Public transit in Miami-Dade County is now more convenient than ever, easier to use, and accessible to everyone. Wheelchair-accessible buses and trains provide added mobility for people with disabilities. To move around downtown Miami, Omni, and Brickell, simply hop on the free Metromover. Riders unable to use Metrobus, Metrorail and Metromover can register for the door-to-door, shared-ride Special Transportation Service.

Planning Your Trip

To plan your trip, call Customer Services at 305-770-3131, or 305-891-3131 for residents living south of SW 216th Street. Customer service agents are available Monday through Friday, 6 a.m. - 10 p.m., and on weekends, 9 a.m. - 5 p.m. Agents will advise you on which bus route(s) to take, give you complete schedule information, and tell you how to transfer between Metrobus, Metrorail, and Metromover. Agents also will give you fare information and tell you whether you qualify to travel at a reduced fare. Permanent Miami-Dade residents 65 years and older and Social Security beneficiaries ride free with the Golden Passport program. All honorably-discharged United States Armed Forces veterans who are permanent Miami-Dade residents and whose annual income is \$22,000 or less are eligible to ride free with the Patriot Passport.



Customer service agents are ready to help you, Monday through Friday, from 6 a.m. to 10 p.m., and on weekends, from 9 a.m. to 5 p.m.

When requesting information by telephone, tell the agent where your trip begins, your destination, and the time and day of your trip. Always have pencil and paper handy if making a request by telephone. If you are deaf or hard of hearing with access to TTY equipment, call Customer Services at 305-654-6530 to ask about trip planning.

If you have access to the Internet, log on to www.miamidade.gov/transit anytime for complete transit information. Here you can view bus routes and schedules, transit maps and fares, and read about the latest transit improvements. You also can complete an online Trip Planner form, and a transit specialist will create a customized itinerary that will be sent to you via e-mail the next business day.

INFORMATION KIOSK AT MIAMI INTERNATIONAL AIRPORT

For visitors arriving at Miami International Airport, Miami-Dade Transit's electronic kiosk offers complete transit information, 24 hours a day, every day. Look for the kiosk in the ground-level bus terminal.



Individual bus route guides and the Transit Map also are available at the airport's information center, Concourse E, second level.

GO.MIAMIDADE.GOV – GATEWAY TO ALL TRANSPORTATION INFORMATION

Now you can access all the transportation information you need from a single easy-to-use Internet site.

Go.miamidade.gov provides links to websites of agencies that offer transportation and tourism-related services in South Florida, including Miami-Dade Transit, Miami International Airport, the Port of Miami, the Metropolitan Planning Organization, the Miami-Dade Expressway Authority, and the Greater Miami Visitors and Convention Bureau.

Want to make sure your flight is on schedule? Need a live update on traffic conditions on I-95? Interested in taking public transportation to save on gas but don't know the bus and train schedules? Simply log on to Go.miamidade.gov and get informed – at any time, every day.







Welcome to Metrobus

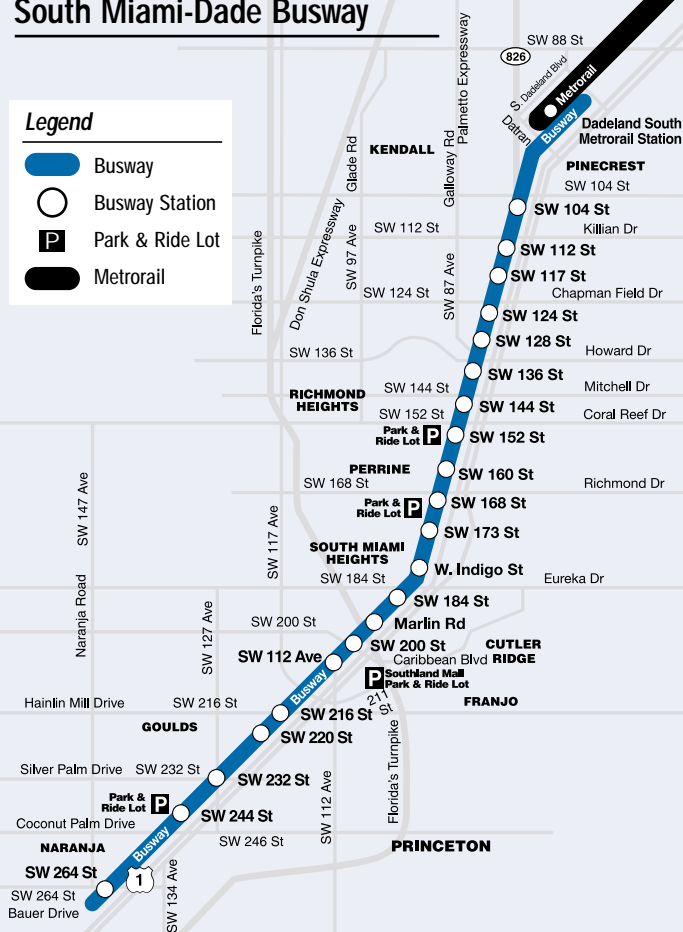
Our fleet of more than 900 accessible buses travels along more than 100 routes, providing countywide service 365 days a year. As the People's Transportation Plan develops, an increasing number of bus routes will provide 24-hour service, and more neighborhood bus services will be added. New high-tech buses now connect neighborhoods in Coconut Grove, Little Haiti, Hialeah Gardens, Little Havana, Westchester, Sweetwater, Liberty City, Doral, Homestead, Florida City, and the Flagami area to Metrorail and major bus transfer points.

Metrobus offers local, limited-stop, and express-bus services. Local bus routes serve every stop along the

South Miami-Dade Busway

Legend

-  Busway
-  Busway Station
-  Park & Ride Lot
-  Metrorail



route alignment. Limited-stop routes pick up and drop off passengers only at major intersections on the route. An express-bus route makes fewer stops than a local route and travels for a portion of the route on an expressway.

THE SOUTH MIAMI-DADE BUSWAY

The South Miami-Dade Busway, which runs parallel to US 1, provides exclusive lanes on which full-size and minibuses swiftly shuttle passengers from as far south as SW 264th Street to the Dadeland South Metrorail station. Routes operating on the Busway and in adjacent neighborhoods enter the exclusive lanes at major intersections. Two of these routes, the Busway



Flyer and Busway MAX, transport passengers all the way to and from Florida City. The Busway MAX runs 24 hours a day, every day. The Busway Flyer runs weekdays between approximately 5:30 a.m. and 6:30 p.m.

For added convenience, transit riders can park free at Park & Ride lots located along the Busway, which include sites at SW 244 Street, Southland Mall (SW 211 Street/110 Avenue), SW 168 Street, and SW 152 Street. To find out more about routes serving the Busway and Park & Ride lots, call Customer Services (see page 54), or log on to www.miamidade.gov/transit/.

Park & Ride on Metrobus

In addition to the Park & Ride lots located along the Busway, other lots are conveniently located in key transit areas throughout Miami-Dade County. Park free at any of the lots listed below. Major Metrobus routes that serve these facilities connect you to key destinations and Metrorail. Transfer to Tri-Rail at Golden Glades.

- **Busway/SW 152 Street** — Connections: routes 1, 31 Busway Local, 34 Busway Flyer, 38 Busway MAX, 52, 57, 252 Coral Reef MAX, and 287 Saga Bay MAX
- **Busway/SW 168 Street** — Connections: routes 1, 31 Busway Local, 34 Busway Flyer, 38 Busway MAX, 52, and 287 Saga Bay MAX
- **Busway/SW 244 Street** — Connections: routes 34 Busway Flyer and 38 Busway MAX

- **Coral Reef Drive/Florida's Turnpike** — Connection: Route 252 Coral Reef MAX
- **Southland Mall** — SW 211 Street/SW 110 Avenue. Connections: routes 1, 31 Busway Local, 35, 38 Busway MAX, 52, 70, 200, 137 West Dade Connection, and 216 Goulds Connection
- **Golden Glades** — Where 1-95, US 441, and the Palmetto Expressway (SR 826) meet (also a Park & Ride lot for special events, see page 49). Connections: routes 22, 42, 77, 95X, E, V, 241 North Dade Connection, 246 Night Owl, and Tri-Rail
- **Hammocks Town Center** — SW 104 Street/SW 152 Ave. Connections: routes 104, 147, and 204 Killian KAT
- **Miami-Dade College Kendall Campus** — 11010 SW 104 St. Connections: routes 35, 56, 104, and 204 Killian KAT

For Park & Ride service for special events, see page 49.



Begin Your Trip

Before traveling by bus, read "Planning Your Trip" on page 6. Detailed route information can be found at bus stops throughout Miami-Dade County. An increasing number of new, modern bus stop shelters feature Transit Maps showing all Metrobus routes and providing extensive transit information. The bus stops

are also being equipped with new signs which include informational panels displaying the route's map and hours of operation.

As the bus approaches, look for the route number and destination on the electronic sign above the windshield. A number, name/letter, or both identify bus routes. Some trips within the same route serve only a portion of the route. A number with a letter (Example: 22A) identifies these bus routes. Other routes may have a number and name, such as 51 Flagler MAX or 202 Little Haiti Connection. It is important to check the display sign to be sure the bus is traveling to your destination.

Always stand near the curb at the bus stop. Allow passengers in wheelchairs to board first. Have your exact fare, token, transfer, Golden Passport, Patriot Passport, or Metropass ready.

For details on bus travel with your bicycle, see the Bike & Ride section on page 49.

PAYING YOUR FARE

Pay your fare in exact change, as bus operators do not give change. Enter the front door and deposit your fare in the fare box. If you plan to transfer to another bus or Metrorail, pay 50¢ extra (reduced-fare riders 25¢) and ask the operator for a transfer ticket. For easier riding, pay your fare with a transit token, your Metropass, Discount Metropass, Golden Passport, or Patriot Passport. Those who qualify may ride Metrobus at a reduced fare (see page 39). When paying the 75¢ reduced fare, first show the bus operator your Metrobus reduced-fare permit, Medicare card, or the student Metrobus reduced-fare permit issued to students in grades 7-12. Students in grades 1-6 do not need a permit to ride at the reduced fare. After showing your permit, deposit the reduced fare, or give your reduced-fare transfer ticket to the bus operator.

ON THE BUS

Find a seat and relax. If you must stand, please move as far to the back of the bus as you can. Seats in the front of the bus directly behind the operator and next

to the door should be offered to senior citizens and people with disabilities. Be sure to remain behind the yellow or white safety line, and use the handrails for support. Do not stand or sit on the steps. When seated, keep your arms, legs, and personal items out of the aisles. For the safety and comfort of everyone, playing a radio, music device, portable television, and electronic games without earphones; smoking; eating; drinking; and animals (except guide dogs) are not allowed on buses or trains.

REACHING YOUR DESTINATION

While enjoying the ride, remember to watch and listen for your stop. Signal the driver at least one block before your stop. Just pull the cord along the window, or on some buses, press the stop button on any vertical pole. Stop buttons are also labeled in Braille. Before exiting, wait for the bus to come to a complete stop. Exit through the rear door whenever possible.

Caution: Allow the bus to pull away before crossing the street. Never cross in front of the bus. If any barriers prevent you from boarding or exiting the bus, call 305-654-6586. Or log on to www.miamidade.gov/transit and complete a report using the Complaints & Concerns form.

Travel in a Wheelchair on Metrobus

The entire Metrobus fleet now accommodates customers in wheelchairs. Any passenger with a physical disability and unable to climb steps can use the bus lift or ramp. This includes riders using wheelchairs, walkers, canes, crutches, or anyone with a disability who finds climbing stairs difficult. Riders



with disabilities must be able to hold firmly to the wheelchair lift support bars while the lift is in motion. When standing on the lift, lower your head slightly as the lift enters the bus.

BOARDING THE BUS IN A WHEELCHAIR



Wait at least four feet from the curb to allow the operator enough space to lower the lift or ramp. After the lift or ramp is fully lowered, you can board. Ask the operator for assistance, if needed.

If you board a bus with a lift, set the wheel locks once your chair is centered on the lift. Some motorized chairs have a control stick. Hold this stick to keep the chair from rolling on the lift. The operator will tell you when he or she is ready to raise the lift and when it's safe to roll off the lift to enter the bus. When the lift reaches floor level, release your wheel locks and exit the lift on the operator's signal. Pay your fare, tell the operator your street destination, and then enter one of the wheelchair spaces. On buses with lifts or ramps at the front door, deposit your fare with exact change in the fare box, give the operator your transfer, or show the bus operator your pass and/or permit. On minibuses with lifts at the rear of the bus, the bus operator will walk to where you are to collect the fare.

TYING DOWN YOUR WHEELCHAIR

The bus operator will ask passengers sitting in a wheelchair space to move whenever necessary, and will fold the seats and assist you in securing your wheelchair. Remember to set your wheelchair locks and put on your seat belt.



APPROACHING YOUR DESTINATION

Signal the driver at least one block before your stop. If you are in a wheelchair space, press the big yellow button or the cord that runs along the window.

EXITING THE BUS IN A WHEELCHAIR

Once you reach your destination, if you need assistance, the bus operator will help you release your wheelchair. Roll your wheelchair to the ramp or board the lift. Follow the operator's instructions. If you are on a lift, make sure to secure your wheelchair by setting the wheel locks. After the operator lowers the lift or ramp, move quickly and safely away from the bus. If any barriers prevent you from boarding or exiting the bus, call 305-654-6586. Or log on to www.miamidade.gov/transit and complete a report using the Complaints & Concerns form.

In a Metrobus Emergency

Each bus is radio-equipped for communications with Metrobus Central Control. In an emergency, remain calm and notify the bus operator immediately. The operator will assist passengers and call for help if needed.



Welcome to Metrorail

This 22-station, rapid-transit system runs from the Dadeland South area to Medley, connecting South Miami, Coral Gables, downtown Miami, the Civic Center area, Allapattah, Brownsville, Liberty City, and Hialeah. On Metrorail, you can travel from Dadeland to downtown Miami in 18 minutes, and from the Palmetto Station in Medley to downtown Miami in 20 minutes. Transfer to Metromover at the Brickell and Government Center stations, or continue your trip on one of the many bus routes that serve Metrorail stations. Transit riders also can travel to Broward and Palm Beach counties by transferring to Tri-Rail at the Tri-Rail Station.



Metrorail operates from 5 a.m. to midnight, seven days a week. The Route 500 Midnight Owl runs from about 12:30 a.m. to 5:30 a.m. and serves bus stops at or near the 22 Metrorail stations. The Midnight Owl also connects with all overnight Metrobus routes. To view the Route 500 map and schedules, log on to www.miamidade.gov/transit/.

Metrorail Stations and Locations

- **Dadeland South**, 9150 Dadeland Boulevard
- **Dadeland North**, 8300 South Dixie Highway
- **South Miami**, 5949 South Dixie Highway

- **University**, 5400 Ponce de Leon
- **Douglas Road**, 3100 Douglas Road
- **Coconut Grove**, 2780 SW 27 Avenue
- **Vizcaya**, 3201 SW First Avenue
- **Brickell**, 1001 SW First Avenue
- **Government Center**, 101 NW First Street
- **Overtown/Arena**, 100 NW 6 Street
- **Culmer**, 701 NW 11 Street
- **Civic Center**, 1501 NW 12 Avenue
- **Santa Clara**, 2050 NW 12 Avenue
- **Allapattah**, 3501 NW 12 Avenue
- **Earlington Heights**, 2100 NW 41 Street
- **Brownsville**, 5200 NW 27 Avenue
- **Dr. Martin Luther King Jr.**, 6205 NW 27 Avenue
- **Northside**, 3150 NW 79 Street
- **Tri-Rail**, 1125 E. 25 Street, Hialeah
- **Hialeah**, 125 E. 21 Street
- **Okeechobee**, 2005 Okeechobee Road
- **Palmetto**, 7701 NW 79 Avenue

Parking at Metrorail Stations

Parking at Metrorail stations costs \$4 daily, including weekends and holidays. The parking receipt machines, found inside rail stations next to the fare gates, only accept exact fare in coins and issue a parking receipt. Use any combination of tokens and coins adding up to the \$4 daily parking fee. Your trip fare and parking fee are paid separately before you board Metrorail.

Remember your parking space number painted on the pavement in each space. Before entering the station, be sure to have \$4 in exact change for parking. Parking receipt machines don't accept dollar bills. Change machines are located at the entrance of Metrorail stations near the fare gates.

After paying your fare, look for the parking receipt machine. Enter your space number. Then deposit \$4. Take your receipt and keep it until returning to your car. There's no need to place the receipt on your dashboard.

Metropass, Discount Metropass, Golden Passport, and Patriot Passport users can purchase a \$6.25 monthly Metrorail parking permit. With this permit, there is no daily charge to park. Display your parking permit at all times on the rearview mirror so that it is visible to the parking enforcement officer. Avoid being ticketed. Everyone, including Golden Passport and Patriot Passport users, must pay to park at Metrorail stations. Metrorail stations with parking areas offer free parking for people with disabilities. However, the state-issued Americans with Disabilities Act (ADA) parking permit for people with disabilities must hang from the rearview mirror.

Although Metrorail does not offer parking at the Government Center, Brickell, Culmer, Civic Center, and Overtown/Arena stations, there are many municipal and privately-run parking lots within walking distance of these stations.

Paying Your Metrorail Fare



Insert your pass into the slot on the front panel of the fare gate.

Always enter a rail station through one of the automated fare gates. Deposit the regular fare of \$1.50 in coins (or use a token) in the slot on the front panel of the fare gate. To pay your fare with a pass or

transfer, insert your Metropass, Discount Metropass, Golden Passport, Patriot Passport, or transfer, with arrows forward, into the slot on the front of the fare gate. The fare-gate arm will release with a 'click' and display the word 'Enter'. Retrieve your pass from the top of the fare gate, push through the fare-gate arm and enter. Enter immediately; the fare gate remains open for only 15 seconds after your fare is deposited.

Change machines are located at the entrance of Metrorail stations near the fare gates. Insert a \$1 bill

and receive a dollar coin, or deposit a \$5 bill and receive four dollar coins and four quarters. Insert a dollar coin to receive four quarters. Full-fare riders save on every trip using transit tokens. Buy tokens from the change machines outside the fare gates at all Metrorail stations. You receive seven tokens for \$10, or 14 tokens for \$20. For your convenience, rolls of 10 tokens are sold for \$14.50 at transit service centers. Tokens are good on Metrobus and Metrorail. Metromover is always free for everyone.

RIDING AT THE REDUCED FARE

To ride Metrorail at the reduced fare, first insert your Metrorail reduced-fare permit (see page 39 for details), arrows forward, into the front slot of the fare gate. Then deposit the 75¢ reduced fare. Listen for the click, remove your permit from the top of the fare gate and push forward through the fare-gate arm. Enter immediately; the fare gate remains open for only 15 seconds after your fare is deposited.

To pay your fare with a pass or transfer, insert your Metropass, Discount Metropass, Golden Passport, Patriot Passport, or transfer, with arrows forward, into the slot on the front of the fare gate. The fare-gate arm will release with a 'click' and display the word 'Enter.' Retrieve your pass from the top of the fare gate, push through the fare-gate arm and enter.

Senior citizens and people with disabilities, who have difficulty entering through turnstile fare gates, or who are in wheelchairs, pay using the turnstile fare gate closest to the wheelchair-accessible gate. Once your fare is paid, instead of entering through the turnstiles, enter through the wheelchair-accessible gate. Ask for assistance if needed. If you also have difficulty at this entrance, the security officer will open it for you. If no one is available, pick up the blue passenger-assistance telephone at the Metrorail security officer's booth and ask for help. For more information on how to obtain a Metrorail reduced-fare permit, see page 40.

Getting to the Platform

All rail stations have elevators, escalators, and/or



stairs. Use the elevator when traveling with a stroller, in a wheelchair, with a bicycle, or with other large objects. 'Up,' 'down,' and 'call button' indicators are in Braille, as well as in raised lettering and symbols. Use the call button to alert station security if you need assistance in using the elevator, or if there is an emergency on the platform level. In most stations, you can go directly from ground level to the platform where you board the train. These stations have a center platform with tracks on both sides.

However, Metrorail's Civic Center, Santa Clara, Brownsville, Dr. Martin Luther King Jr., Northside, and Tri- Rail stations have split platforms with train tracks running through the middle. To get to the platform in these six stations, take the elevator, escalator, or stairs to the second level. Once on the second level, you must locate the elevator, escalator, or stairs leading up to the platform for your direction of travel. Look for the signs that indicate 'Southbound Dadeland' or 'Northbound Palmetto.'

Safety in Rail Stations

If you see something suspicious, tell a transit employee or a security officer. Or call 305-375-2700.

- Hold on to the handrails.
- Running inside the station is prohibited.
- Always hold your children's hands while in the station.
- Always stand away from the edge of the platform.
- Contact station personnel or use the passenger assistance telephone at the security officer's booth if you drop an object on the track, or in case of an emergency.
- Do not enter the guideway.

PASSENGER-ASSISTANCE TELEPHONES

Passenger-assistance telephones are located at the security officer's booth at the main entrance in most Metrorail stations and at the fare gate in Metromover stations. Metromover stations also have assistance telephones at both ends of the platform. Use these telephones for emergencies or to request information.

Boarding Metrorail

Look for your destination station and determine the direction of the train you need to board. Wait for your train away from the edge of the platform. Watch for the approaching train and listen for the announcement of its arrival. Passengers can avoid the rush by allowing departing passengers to exit train cars before trying to enter. A bell will sound just before the doors close. Train doors automatically stop closing and reopen if someone or something is in the doorway.

Passengers who are blind or have low vision should keep in mind that Metrorail vehicle doors are approximately 46 inches wide when open and much brighter than the space between the cars. The dimmer space between cars measures only 24 inches. Also, be aware of the tactile tile area at the edge of the platform. Train doors open near areas where the tiles are widest.

For direct access to the reserved wheelchair space, enter a train car through the first set of doors. Other



The tactile tile area helps blind or vision-impaired passengers locate the edge of the Metrorail platform.

passengers with disabilities and senior citizens will find seats reserved for them next to every door.

ON THE TRAIN

Once on the train, take an available seat or hold onto the handrails or poles if it's necessary to stand. Please make seats near the doors available to senior citizens and people with disabilities. Enjoy the ride and listen for your destination station; stations and major nearby activity centers are announced. If you miss your stop, simply get off at the next station and take the train going back in the opposite direction. There's no additional fare as long as you stay inside the paid area of the station.

Passengers traveling with their bicycles may not place or store their bikes in places reserved for passengers in wheelchairs. Bicycles are permitted only in the rear section of the last car of each train. See the Bike & Ride section on page 49 for more information.

CALL BUTTONS

Every Metrorail car has three call buttons. One is located in the wheelchair space next to the first set of doors. The other two are on the clear plastic panels next to the second and third set of doors. For your safety and security, the call buttons in rail cars may be used to alert the operator when you need additional time to leave the train. The operator will hold the train at the station longer than the automatic system allows. Call the operator several stations before you are ready to exit the train. You may also use the call buttons in case of an emergency. If the operator does not respond immediately, call again.

EXITING THE STATIONS

All rail and mover stations have stairs, escalators, and elevators for passenger convenience. Emergency exits are at both ends of the mezzanine and at ground level. Station signs will direct you to parking areas, bus bays, and major streets. At Government Center Station, the elevator to the ground level is located behind the Transit Service Center next to the pay telephones.



To Transfer from Metrorail to Metrobus or Metromover

To transfer to a bus, rail-to-bus transfers are available for 50¢ (25¢ for reduced-fare riders) at all Metrorail stations. Transfer ticket machines are located inside each station near the escalator or stairs. Remember to get your transfer before you board Metrorail. Rail-to-bus transfers must be purchased at the rail station where you begin your trip. Bus operators will not accept transfers bought at your destination station.

To transfer to Metromover at Government Center Station, get off Metrorail and ride the escalator down one level. Go through the glass doors and take the second escalator down to the Metromover fare gates. The elevator also takes you to that level. Press the elevator's 'Orange Line' button. Exit the elevator and look for the signs that indicate elevators to the Metromover platform. The Metromover inner-loop elevator is east of the fare gates; the outer-loop elevator is west. Press the 'DCM' elevator button to get to the Metromover level. Entry is free from Metrorail to Metromover.

Transfers to Metromover at Brickell Station are simple. From Metrorail, take the elevator at the south end of the platform. Press the 'G' button and exit the elevator to the right. Follow the signs that say 'Metromover and Exit for Disabled.' Push through the free fare gates or use the wheelchair-accessible gate. Then cross the patio and follow the signs to the Metromover elevator in the right-hand corner. Press 'P' for platform.

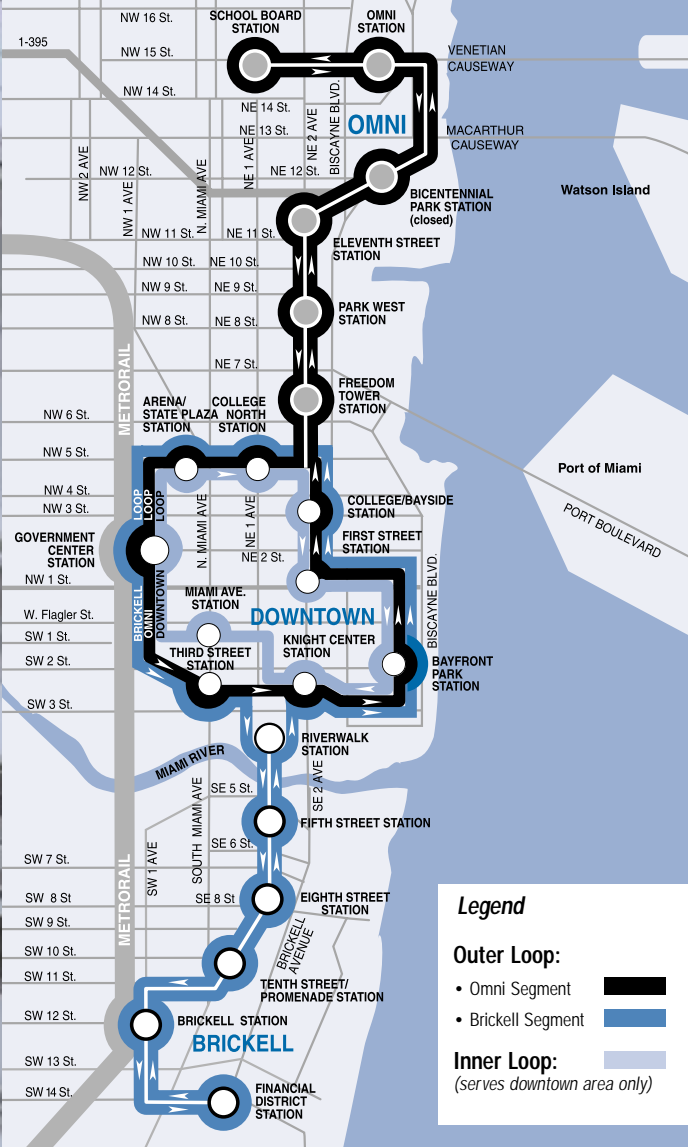
In a Metrorail Emergency

If an emergency occurs on Metrorail, please remain calm. Emergency-response personnel are thoroughly prepared to respond immediately to any emergency. Listen for instructions and remain in the vehicle until help arrives.

If it becomes necessary to evacuate the vehicle, carefully follow all instructions given by emergency-response personnel. To exit a train car, use only the emergency-exit doors at the front and rear of each car. Never exit train cars from the side doors, unless instructed to do so. Emergency-response personnel will guide you to the nearest safe area and assist riders in wheelchairs.

Welcome to Metromover

Metromover System



Everyone rides free on Metromover. This automated people mover, which has no operator on board, serves downtown Miami and the Omni and Brickell areas. There are 20 conveniently located Metromover

stations, one about every two blocks. Metromover connects to Metrorail at Government Center and Brickell stations, and connects with Metrobus at the Omni and downtown bus terminals.

Metromover Inner and Outer Loops

Metromover consists of an inner and outer loop. For easy travel around downtown, use the inner loop. Metromover cars serving the Brickell and Omni areas alternate on the outer loop. The loops run from 5 a.m. to midnight, seven days a week. The outer loop operates as one continuous loop, serving the Omni and Brickell areas from 7 p.m. to midnight, seven days a week. This schedule changes during special events. Trains arrive every 90 seconds during rush hours and every three minutes during off-peak hours. As each train approaches a station, check its destination on the electronic display in the center of the platform.

- **To travel from Omni to Brickell**, transfer to a Brickell train at Third Street Station.
- **To travel from Brickell to Omni**, transfer to an Omni train at College/Bayside Station.
- **Miami Avenue Station** is served only by the inner loop. Passengers in wheelchairs, or those who have difficulty using stairs, should exit on the elevator to the right. The other exit has stairs only.
- **Third Street Station** is served only by the outer loop.
- **For the fastest ride to Miami Avenue Station from Government Center Station**, take any outer loop train to Knight Center and transfer to the inner loop on the opposite side of the platform. Ride back one station to Miami Avenue.
- **Bicentennial Park Station** on the outer loop is permanently closed.

Riding Metromover

Start from any Metromover station. Look for the map near the entrance and choose the station nearest your destination. Then select the best Metromover loop to get there.

ELEVATORS, ESCALATORS, AND STAIRS

Metromover stations have elevators, escalators, and stairs, with the exception of the Third Street and Miami Avenue Metromover stations. These two stations only have stairs and elevators. Stairs are slip-resistant and



located at both ends of most stations. Government Center is the only station with separate elevators for the Metromover inner and outer loops.

ENTERING A METROMOVER STATION

Enter the Metromover station through the turnstile. Your ride is free. If disabled, use the wheelchair-accessible gate. To get to the Metromover platform, use the stairs, escalator, or elevator. Metromover cars stop at the far ends of the platform. If the train enters the station from your right, it stops at the far left. If the train enters from your left, it stops at the far right end of the platform.

BOARDING METROMOVER

Once you're on the platform, wait for a Metromover car heading in your direction. A bell sounds as a car nears the station. When the car stops, wait for passengers to



leave before you board. Metromover car doors will automatically reopen if you have not completely entered. A recorded announcement will advise that the doors are being held. The doors close once you have entered.

In the car, hold onto a pole or handrail. While Metromover is designed for standing, seats for elderly and disabled riders are located at both ends of the vehicle. Passengers entering the train in wheelchairs should pull up to the side window, set the wheel locks, and hold onto one of the vertical poles or the handrail beneath the window.

You now can ride anytime with your bike on Metromover. Passengers with bicycles who ride Metrobus and Metromover do not need a bicycle permit. See the Bike & Ride section on page 49 for more information.

While riding Metromover, watch and listen for your destination station. The station name will be announced as the Metromover car approaches each station. Exit the car and use the stairs, escalators, or elevator to reach the street level. Always leave the station through the fare gates, not the wheelchair-accessible gate.

Emergency exits are at both ends of the platform and at ground level. Riders exiting Government Center Station can use the elevator located behind the Transit Service Center near the pay telephones to reach street level.

To Transfer from Metromover to Metrorail

You can transfer from Metromover to Metrorail only at the Government Center and Brickell stations. Follow the signs to the special Metromover/Metrorail fare gates. Deposit \$1.50 (reduced-fare riders pay 75¢), or use your Metropass, Discount Metropass, token, Golden Passport, or Patriot Passport to enter the Metrorail station.

In a Metromover Emergency

All Metromover cars have emergency telephones, identified by a red telephone symbol. Use these telephones, located at both ends of the car, to contact Central Control in an emergency.

If an emergency occurs on Metromover, please remain calm. Emergency-response personnel are thoroughly prepared to respond immediately to any emergency. Listen for instructions and remain in the vehicle until help arrives.

If it becomes necessary to evacuate the vehicle, carefully follow all instructions given by emergency-response personnel. They will direct you to the nearest safe area, and assist riders in wheelchairs.



Special Transportation Service (STS)

For people who cannot ride Metrobus, Metrorail, or Metromover because of a permanent physical disability, Special Transportation Service offers shared-ride, door-to-door transportation in accessible, air-conditioned vehicles throughout most of Miami-Dade County and some parts of Broward and Monroe counties.

STS operates 24 hours a day, seven days a week, including holidays. Registered riders pay \$2.50 per one-way trip and can use STS for trips to medical appointments, school, work, shopping, or simply for recreation.

And now, STS-registered riders can confirm and cancel trips online. This option is an alternative to calling the Customer Services line. Riders are not required to use this new online service to confirm and cancel trips; however, this added benefit provides quick access to booked trips without making a telephone call.

For further information, log on to Miami-Dade Transit's website at www.miamidade.gov/transit/, or call the STS office at 305-630-5300 (305-263-5459 for TTY users).

Transit Fares, Passes, and Tokens

FARES

	Fare	Reduced Fare
Bus or Rail	\$1.50*	75¢
Express Bus	\$1.85**	90¢
Shuttle Bus	25¢	10¢
Mover	Free	Free
Metrorail parking: \$4 daily, including weekends and holidays		

TRANSFERS

	Fare	Reduced Fare
Bus-to-Bus, Bus-to-Rail, or Rail-to-Bus	50¢	25¢
Bus or Rail-to-Express Bus	50¢ +35¢ fare upgrade	25¢ +15¢ fare upgrade
Mover-to-Bus or Rail	\$1.50*	75¢
Bus or Rail-to-Mover	Free	Free

* or one token ** or one token plus 35¢

MONTHLY METROPASSES

Metropass	\$75
Discount Metropass	\$37.50
Group Metropass (5-99)	\$67.50
Group Metropass (100 or more)	\$65
College Metropass	\$56.25

Monthly Metrorail Parking Permit

(for Metropass, Discount Metropass, Golden Passport, and Patriot Passport users).....\$6.25

Reduced fare is available for Medicare recipients, most people with disabilities, and local students in grades 7-12 using a valid permit/ID. Students in grades 1-6 do not require ID.

Always pay your fare in exact change. The Metrobus fare box accepts tokens, dollar bills, quarters, dimes, and nickels. All Metropasses, the Golden Passport, or the Patriot Passport can also be used, but you must show the pass to the bus operator. When paying with a transfer, give your transfer to the bus operator.

Metrorail fare gates accept tokens, dollar coins, quarters, dimes, nickels, bus-to-rail transfers, all Metropasses, the Golden Passport, and the Patriot Passport. Transit fare equipment does not provide change, but you'll find change/token machines in all Metrorail stations.

Money Savers

Miami-Dade Transit offers a variety of fare-paying options that help you save time and money on your daily commute. There's never a service charge when you buy transit tokens and passes. Report all violations to 305-654-6586. Or log on to www.miamidade.gov/transit and use the Complaints & Concerns form.

METROPASS

With a Metropass, there's no need for change or transfers. Purchase a \$75 monthly Metropass, and ride Metrobus and Metrorail as much as you want, whenever you want, even on weekends and holidays. The more you ride, the more you save.

And now you can purchase a full-fare transit Metropass and a parking permit online at www.miamidade.gov/transit/. Simply click the "Buy a Metropass" link under Online Services and complete



the "New Registration" form. It's that easy. Visa and MasterCard are accepted.

DISCOUNT METROPASS

With a \$37.50 Discount Metropass, Medicare recipients, most people with disabilities, and youth in grades 1-12 can take an unlimited amount of rides on Metrobus and Metrorail for a month. Students in grades 7-12 must show their student Metrobus reduced-fare permit to purchase the Discount Metropass. Students in grades 1-6 need to show a report card or proof of age. Medicare recipients must show their Medicare card at the time of purchase. People with disabilities always must provide a doctor's letter indicating the type of disability and whether that disability is permanent.



GROUP METROPASS

Get together with your family, friends, or coworkers and use your group's buying power to get the most from your Metropass purchase. The bigger your group, the more you save. Groups between five and 99 people can purchase the monthly Metropass and save \$7.50 per person every month. Groups of 100 or more save \$10 on each Metropass purchase. For more information on Metropass for groups, call 305-884-7567, or log on to www.miamidade.gov/transit/.

CORPORATE METROPASS

Employers now are allowed to offer a tax-free, monthly transit benefit of up to \$100 to pay for employees' commuting expenses. To learn more, see page 48.

COLLEGE METROPASS

College students can buy a Metropass at a reduced price at participating colleges and universities. Students must be enrolled full time at the institution where the pass is sold. The cost of the College Metropass is \$56.25. Contact the college for information on where to buy the pass.

Note: If the magnetic strip on the back of a Metropass is damaged or has come in close contact with a

magnet (e.g., magnetically-closed handbags), the fare gate may not accept the pass. If this happens, a security officer at Okeechobee, Civic Center, Government Center, Dadeland North, or Dadeland South station will exchange the pass. Damaged passes also can be exchanged at the Transit Service Center at Government Center Station.

TRANSIT TOKENS

Save every time you pay with a token, available from the change machines outside the fare gates at all Metrorail stations. Buy seven tokens for \$10, or 14 tokens for \$20. For your convenience, passes and tokens are also sold at transit service centers and at over 75 other locations throughout Miami-Dade County. For the one nearest you, call Customer Services (numbers listed on page 54). Tokens are good on Metrobus and Metrorail. Metromover is always free for everyone.



The Golden Passport and Patriot Passport

GOLDEN PASSPORT

If you are a senior citizen 65 years and older or a Social Security beneficiary and are a permanent Miami-Dade resident, you are eligible to ride transit free with a Golden Passport.



Golden Passport registration locations are listed under the "Transit Service Centers" section on page 45. You also can register for the Golden Passport at any Team Metro office. For the nearest location, call 305-468-5900.

When applying for the Golden Passport, you must bring a current government-issued picture ID, such as a U.S. passport, alien registration, Florida driver's license, or a Florida ID as proof of age; a utility bill as proof of Miami-Dade County residency; and applicants under

65 years of age must bring a current printout from the Social Security Administration verifying eligibility.

Golden Passport users may purchase a \$6.25 monthly parking permit to park at Metrorail stations. Otherwise, station parking is \$4 per day.

Now Golden Passport users can save even more with the Golden Passport Discount Booklet. This booklet offers discounts at over 40 local businesses. Just present a coupon with your Golden Passport at participating locations to start saving right away.

For more details on the Golden Passport and the Golden Passport Discount Booklet, call 305-654-6545 (TTY users, 305-654-6530).

PATRIOT PASSPORT

All honorably discharged veterans of the United States Armed Forces who are permanent Miami-Dade residents and whose annual income is \$22,000 or less are eligible to ride free on Metrobus and Metrorail with the Patriot Passport.

Patriot Passport registration locations are listed under the "Transit Service Centers" section on page 45. You also can register for the Patriot Passport at any Team Metro office. For the nearest location, call 305-468-5900.

When applying for the Patriot Passport, bring a check stub as proof of income or proof of veteran benefits; a utility bill or VA verification letter as proof of residency; your veteran's picture ID; and your DD214 or VA 1010 form as proof of an honorable discharge.

Patriot Passport users may purchase a \$6.25 monthly parking permit to park at Metrorail stations. Otherwise, station parking is \$4 per day.

For more details on the Patriot Passport, call 305-654-6545 (TTY users, 305-654-6530).

LOST OR STOLEN GOLDEN PASSPORT OR PATRIOT PASSPORT

Although the Golden Passport and Patriot Passport are

free for eligible Miami-Dade residents, to replace a lost or stolen card, you must pay \$5 for the first replacement, \$20 for the second, and \$50 for the third. Transit will set aside the fee when you submit, within 30 days of the incident, the original police report listing the Golden Passport or Patriot Passport as stolen. For complete information on replacing a lost or stolen card, please call 305-654-6545, Monday through Friday, 8 a.m. to 4:30 p.m.

Note: If the strip on the back of your Golden Passport or Patriot Passport is damaged, there is no need to get a replacement. To ride Metrobus, simply show your Golden Passport or Patriot Passport to a bus operator. On Metrorail, show your Golden Passport or Patriot Passport to a Metrorail security officer.



Reduced-Fare Permits

Medicare recipients, most people with disabilities, and local students in grades 7-12 who do not use a monthly Discount Metropass (see page 36) can ride transit anytime at a reduced fare when using a valid Medicare card or reduced-fare permit. Students in grades 1-6 do not need a permit to ride Metrobus at the reduced fare; however, they do need a Metrorail reduced-fare permit to ride on Metrorail at the reduced fare. Metromover is free for everyone. You can apply for these permits at the locations listed on page 45.

Preschoolers less than 42 inches tall can ride free on transit at all times with an accompanying paying adult. Preschoolers taller than 42 inches ride free on transit with an adult and a preschooler permit, issued at any transit service center (see page 45). Bring your child with his or her birth certificate to apply for the picture identification.



Note: Passengers in wheelchairs do not need to display fare media or identification when boarding Metrobus and Metrorail.

METROBUS REDUCED-FARE PERMIT

To ride at the reduced fare on Metrobus, you'll need your Medicare card or a Metrobus reduced-fare permit. Show the permit to the bus operator before depositing the 75¢ reduced fare. If you don't have a Medicare card, the free Metrobus reduced-fare permit must be used at all times to ride at the reduced fare.



To apply for the Metrobus reduced-fare permit, people with disabilities must provide a doctor's letter indicating the type of disability and whether that disability is permanent.

Local students in grades 7-12 can ride at the reduced fare when using a student Metrobus reduced-fare permit issued at Miami-Dade County schools. Students in grades 1-6 do not need a permit to ride Metrobus at the reduced fare.

METRO-RAIL REDUCED-FARE PERMITS

Buy up to six monthly Metrorail reduced-fare permits for 65¢ each. Show a Medicare card or valid Metrobus reduced-fare permit to purchase the Metrorail reduced-fare permit. Local students in grades 1-12 can show their report card (or the student Metrobus reduced-fare permits issued to students in grades 7-12) to purchase a Metrorail reduced-fare permit at any transit service center. Students in grades 1-6 need to be accompanied by a parent or guardian.

To ride Metrorail, simply insert your rail reduced-fare permit, arrows forward, into the front slot of the fare turnstile, and then deposit the 75¢ reduced fare. Don't forget to retrieve your Metrorail reduced-fare permit after you pay.

STS REGISTERED RIDERS

People with disabilities registered with Special Transportation Service may ride Metrobus and

Metrorail free. Just show your ADA/STS permit to the Metrobus operator or Metrorail security officer when boarding. For details, call 305-630-5300 (TTY users, 305-263-5459).

Transfers

To ride bus and rail (or more than one bus) to reach your destination, you must buy a transfer ticket. Metropass, Discount Metropass, Golden Passport, and Patriot Passport users do not need a transfer ticket. When riding on transit, give the transfer to the bus operator, or insert the bus-to-rail transfer in the Metrorail fare gate to continue your trip. A bus-to-bus transfer is valid for two hours on a one-way trip only. Use of the transfer is limited to locations where bus routes meet or cross each other, or where bus routes link with Metrorail. No transfers are needed to ride the free Metromover.

BUS-TO-BUS

When boarding, deposit your \$1.50 fare and the 50¢ transfer fee. Ask the bus operator for a transfer at that time. Don't wait until later. Give this transfer to the operator of your second bus. Reduced-fare riders pay the 75¢ fare plus the 25¢ transfer fee.

BUS-TO-EXPRESS BUS

When boarding the bus, deposit your \$1.50 bus fare and buy a 50¢ transfer. When boarding the express bus, give your transfer to the bus operator and pay a 35¢ fare upgrade. Reduced-fare riders pay the 75¢ fare, 25¢ transfer fee, and 15¢ upgrade.

BUS-TO-RAIL

To transfer from a local or express bus to rail, pay your \$1.50 bus fare (or \$1.85 express-bus fare) and buy a 50¢ bus-to-rail transfer from the operator as soon as you board the bus. Insert the transfer, with the arrow pointing forward, into the slot at the front of the rail fare gate. Reduced-fare riders pay the 75¢ bus fare (or 90¢ express-bus fare) and 25¢ transfer fee.

BUS-TO-MOVER

Pay the \$1.50 local fare (or \$1.85 express-bus fare)



on Metrobus and transfer free to Metromover. Reduced-fare riders pay a 75¢ local fare or 90¢ express-bus fare and transfer free to Metromover.

BUS-TO-MOVER-TO-RAIL

Deposit your \$1.50 bus fare (or \$1.85 express-bus fare) and 50¢ for a bus-to-rail transfer. Ride Metromover free. Use your transfer on Metrorail. Reduced-fare riders pay the 75¢ local-bus fare (or 90¢ express-bus fare), plus the 25¢ transfer fee.

RAIL-TO-BUS

Rail-to-bus transfers are available for 50¢ from transfer machines at rail stations. Reduced-fare riders pay a 25¢ transfer fee. When you board the bus, give the transfer to the bus operator. Be sure to buy your transfer at the station where you board Metrorail, which is stamped on the face of the transfer. **Bus operators will not accept transfers from stations where you exit the Metrorail system.**

RAIL-TO-EXPRESS BUS

When boarding an express bus, give your 50¢ transfer to the bus operator and pay a 35¢ fare upgrade. Reduced-fare riders pay the 25¢ transfer fee and a 15¢ fare upgrade. Be sure to buy your transfer at the station where you board Metrorail, which is stamped on the face of the transfer. **Bus operators will not accept transfers from stations where you exit the Metrorail system.**

RAIL-TO-MOVER

Get off at Government Center Station or Brickell Station and follow the signs to the Metromover gates. Just push through the gate. Riding Metromover is free.

RAIL-TO-MOVER-TO-BUS

Deposit the \$1.50 fare in the Metrorail fare gate. Get a 50¢ rail-to-bus transfer at the station where you board the train. Hold on to the transfer until boarding the bus. Metromover is free. Reduced-fare riders pay the 75¢ local fare, plus a 25¢ transfer fee.

RAIL-TO-MOVER-TO-EXPRESS BUS

Deposit the \$1.50 fare in the Metrorail fare gate. Get a 50¢ rail-to-bus transfer at the station where you board the train. Hold on to the transfer until boarding the bus. Metromover is free. When boarding the express bus, give your transfer to the bus operator and pay a 35¢ fare upgrade. Reduced-fare riders pay the 75¢ local fare, plus a 25¢ transfer fee and a 15¢ fare upgrade.

MOVER-TO-RAIL

Ride Metromover for free and exit at Government Center Station or Brickell Station. Follow the signs to the Metrorail fare gates. Deposit \$1.50, a token, or use a Metropass, Discount Metropass, Golden Passport, or Patriot Passport to enter the Metrorail station and board the train. Reduced-fare riders pay 75¢ on Metrorail.

MOVER-TO-BUS

Ride Metromover for free. To transfer to a bus, deposit the \$1.50 local-bus fare, or \$1.85 on an express bus. Reduced-fare riders pay 75¢ on a local bus or 90¢ on an express bus.



Other Transit Services

Publications

Besides individual guides for each bus route, the following publications also are available: Metrorail, STS, and Metromover individual guides; the Bike & Ride brochure; the Emergency Ride Home pamphlet and registration form; and our comprehensive Transit Map, which showcases the rail and mover systems, as well as every bus route serving Miami-Dade and portions of Broward and Monroe counties. Other specialty publications include the Black History and Hispanic Heritage tours brochures.

To request any of these publications, log on to www.miamidade.gov/transit, or call Customer Services at one of the numbers listed on page 54.



Transit Service Centers

Miami-Dade Transit service centers, conveniently located throughout the county, offer a full range of services.

Government Center Metrorail station

111 NW First St., Second Level

Monday – Friday, 7 a.m. to 6 p.m.

- All passes and tokens
- All reduced-fare permits and preschool permits
- Transit publications

Monday – Friday, 8 a.m. to 4 p.m.

- Golden Passport and Patriot Passport registration
- Bike & Ride permits

Civic Center Metrorail station

1501 NW 12 Ave.

Open only on the last five weekdays of each month and the first weekday of the following month, from 7:30 a.m. to 4:30 p.m., closed from noon to 1 p.m.

- All passes and tokens
- Transit publications



Little Haiti Transit Service Center..... 305-795-1536
Edison West Little River Neighborhood Service Center
150 NW 79 St., Suite 300

Monday-Friday, 8 a.m. to 4:30 p.m.

- All passes and tokens
- Golden Passport and Patriot Passport registration
- All reduced-fare permits and preschool permits
- Special Transportation Service registration
- Bike & Ride permits
- Transit publications
- Miami-Dade Transit job listings

Team Metro South

Transit Service Center305-234-1721
Southland Mall, 20505 S. Dixie Hwy., Suite 1623

Monday-Friday, 8 a.m. to 4 p.m.

- All passes and tokens
- Golden Passport and Patriot Passport registration
- All reduced-fare permits and preschool permits
- Special Transportation Service registration
- Bike & Ride permits
- Transit publications
- Miami-Dade Transit job listings

Team Metro University

Transit Service Center305-207-1915
1409 SW 107 Ave.

Monday-Friday, 8 a.m. to 4 p.m.

- All passes and tokens
- Golden Passport and Patriot Passport registration
- All reduced-fare permits and preschool permits
- Bike & Ride permits

- Transit publications
- Miami-Dade Transit job listings

Team Metro Northeast

Transit Service Center305-944-3040
1658 NE Miami Gardens Dr.

Monday-Friday, 8 a.m. to 4 p.m.

- All passes and tokens
- Golden Passport and Patriot Passport registration
- All reduced-fare permits and preschool permits
- Special Transportation Service registration
- Bike & Ride permits
- Transit publications
- Miami-Dade Transit job listings

Community Centers

The following centers offer Golden Passport and Patriot Passport registration only:

Harry Zubkoff Center305-770-3132
55 NW 199 St.

Call the center for days and hours of operation.

Little Havana/Acción305-547-4892
858 W. Flagler St.

Monday - Thursday, 9 a.m. - noon

Transit Mobility Planning305-637-3754
3300 NW 32 Avenue, Second Floor

Monday - Friday, 8 a.m. - 4 p.m.

Team Metro Offices

In addition to the Team Metro offices listed under Transit Service Centers, all Team Metro offices provide Golden Passport and Patriot Passport registration, Bike & Ride permits, the sale of Metropasses and tokens, as well as selected transit publications. Call 305-468-5900 for the nearest location.

Other Locations

Regional libraries, the Miami International Airport information center, and regional neighborhood service centers also stock selected transit publications. Call Customer Services at one of the numbers listed on page 54 for the one nearest you.

Emergency Ride Home Program

If you work in Miami-Dade, Broward, or Palm Beach county and use transit three or more days a week, the Emergency Ride Home program covers the cost of a taxi trip home or to the site of your emergency. As a transit commuter, you can breathe easier knowing that in case of an emergency, a taxi will be available to take you wherever you need to go. Need to pick up your child from day care in an emergency? Don't worry. A taxi will be there at no cost to you.

Call 1-800-234-RIDE to register. Eligible applicants will be mailed a user's guide and two trip vouchers. Use of ERH is limited to six times per year per individual.

Corporate Metropass Incentive Program

Employers now can pay in full (up to \$100 a month) or in part for their employees' transit expenses. Employers receive an equivalent income-tax deduction while employees save on commuting expenses and income taxes.



THREE WAYS IN WHICH EVERYONE WINS

- **As an employee benefit in addition to salary** - Employers pay for the commuting costs while receiving an equivalent income-tax deduction. Employees don't need to report this benefit as taxable income.
- **Employers share cost with employees** - Employers contribute part of the commuting cost tax-free in addition to salaries. Employees set aside pre-tax dollars in lieu of salary to complete payment. Employers save on payroll taxes and parking fees, and employees don't pay income tax on the set-aside dollar amount.
- **Employees pay commuting costs with pre-tax dollars (similar to 401K plans)** - Employees set

aside pre-tax dollars to pay for commuting costs. Employees don't pay income tax on the set-aside dollar amount.

A Miami-Dade Transit representative is available to meet with your organization and explain how this program works. To learn more about this tax-free transit benefit, contact MDT's corporate outreach coordinator at 305-375-1639.

Special Events Park & Ride Service

Take transit to special events, such as Miami Dolphins and University of Miami football games, Miami Heat basketball games, and weekend Florida Marlins baseball games. Prices may vary according to the event location. For a list of events and locations served by MDT's Park & Ride service, log on to www.miamidade.gov/transit/, or call Customer Services at one of the numbers listed on page 54. Always verify this information at least two days prior to the event you plan to attend.

The following is a list of some of the sites that provide Park & Ride service for special events:

- **Golden Glades** - Where I-95, US 441 and the Palmetto Expressway meet.
- **Dadeland North Metrorail station** - SW 83rd Street and US 1.
- **FIU South** - SW 107th Avenue, between SW 8th Street and Coral Way.
- **Miami Beach** - Parking lot entrance located on Prairie Avenue, north of 40th Street. Metered parking. Pickup for Park & Ride service on 41st Street (Arthur Godfrey Road) and Prairie Avenue.

Bike & Ride Program

Ride with your bike on Metrobus, Metrorail, and Metromover. Cyclists who ride Metrobus and Metromover do not need a bicycle permit. However, cyclists who use Metrorail must apply for a permit



and must be at least 12 years of age. Be ready to show your permit anytime at the request of a transit official.

Most motorized scooters are allowed on transit vehicles but must be folded and held or placed under the seat out of the way of other passengers. For your safety, bikes are not allowed on station escalators.

REQUEST A BIKE & RIDE PERMIT BY:

- Stopping by the security officer's booth at any Metrorail station. Security personnel can issue Bike & Ride permits during Metrorail operating hours. A parent or guardian must accompany cyclists under 18 years of age who apply for a Bike & Ride permit. Show a valid photo ID, complete and sign the application, and give it to the officer. The bike permit is issued immediately. Cyclists must be familiar with bicycle safety rules.
- Visiting any transit service center or Team Metro office. Be prepared to show a valid photo ID.
- Calling 305-884-7567, weekdays, 8 a.m. to 5 p.m. An application will be mailed to you. Sign and return the application, with a copy of your valid photo ID attached. The bike permit will be mailed within 10 working days.
- Logging on to www.miamidade.gov/transit/. Click the Publications link on Transit's home page. Scroll down and click on the Bike & Ride brochure link. The brochure is in PDF format, which can be printed out and includes an application. Fill out, sign, and mail the application with a copy of your valid photo ID attached.

BIKE & RIDE ON METROBUS

Most Metrobus routes are served by buses equipped with bicycle racks. These racks are clearly visible at the front of the bus. For a list of bicycle-accessible routes, log on to www.miamidade.gov/transit/, or call Customer Services at one of the numbers listed on page 54.

A Bike & Ride permit is not needed to ride with your bicycle on Metrobus. Ride any rack-equipped bus on



Wait until the bus comes to a complete stop.



Squeeze the silver rack handle up to release the latch and carefully lower the rack.



To secure the bike, raise the support arm over the front wheel as far as possible.



To unload, release the support arm bar and lift the bike from the rack.

any route, as most buses are bike accessible. On occasion, a bus may arrive without a bicycle rack. Please wait for the next bus.

1. Prepare your bike for loading by removing loose items.
2. Wait until the bus comes to a complete stop before attempting to mount your bicycle on the rack.
3. To open the bicycle rack, squeeze the silver rack handle up to release the latch. Carefully lower the rack.
4. Place your bike wheels into the slots labeled "front" and "rear." Load your bike in the space nearest the bus.
5. To secure the bike, raise the support arm over the front wheel as far as possible. Be sure the arm rests on the tire, not the fender.
6. To unload, release the support arm and lift the bike from the rack. If the rack is empty, squeeze the silver handle to return it to the upright position.

Once you have secured your bike, enter the bus and pay your fare. When you arrive at your destination, exit the bus through the front door and tell the bus operator you want to remove your bike from the rack.

BIKE & RIDE ON METRORAIL

You need a permit to board Metrorail with your bike. Always be prepared to show your bike

permit at the request of transit officials.

1. If you need a Bike & Ride permit, stop at the security officer's booth, show your valid photo ID, and complete an application.
2. Pay your trip fare at the fare gate next to the wheelchair-accessible gate. After going through the fare gate, retrieve your bike through the wheelchair-accessible gate.
3. Wait for the train away from the platform's yellow-tiled edge.
4. Bicycles are permitted only in the rear section of the last car of each train.
5. Up to four passengers with bicycles may ride in a train.
6. Passengers with bicycles may not place or store their bikes in the spaces reserved for passengers in wheelchairs.
7. Use the elevator to reach the ground floor, and exit the station through the wheelchair-accessible gate.

BIKE & RIDE ON METROMOVER

You now can ride with your bicycle on Metromover.

Passengers with bicycles who ride Metrobus and Metromover do not need a bicycle permit. However, cyclists must be familiar with bicycle safety rules.

BICYCLE LOCKERS

If you'd rather leave your bike at a rail station, bicycle lockers are available at Okeechobee, Hialeah,



Pay your trip fare at the fare gate next to the emergency gate.



Bicycles are permitted only in the rear section of the last car of each train.



Use the elevator to reach the ground floor.



Northside, Allapattah, Government Center, Vizcaya, Coconut Grove, Douglas Road, University, South Miami, Dadeland North, and Dadeland South Metrorail stations. Locker rentals: 3 months, \$25; 6 months, \$45; 12 months, \$70; plus a \$10 key deposit that is refunded when the key is returned. Contact the bicycle/pedestrian coordinator, 305-375-1647, for more information.

Lost & Found

Before leaving the bus or train, remember to take your personal belongings with you. If you lose something, call Lost & Found, 305-375-3366, Monday - Friday, 8 a.m. to 4 p.m. Or file a report anytime on a lost or found item through Transit's website, www.miamidade.gov/transit/.

Comments and Suggestions

Submit a suggestion, complaint, or comment online at www.miamidade.gov/transit/. Click the Comments & Suggestions or Complaints & Concerns link. A customer service agent will contact you. You also can call Customer Services, weekdays, from 8:30 a.m. to 4:30 p.m. (see page 54).

When reporting a trip problem, be specific. Take note of the bus route number, bus or rail vehicle number, the

direction of travel, and the time, date, and location of the incident. This will help us take appropriate action. Upon request, we will notify you of the results of our investigation. Your reports and suggestions are useful in planning future transit service improvements.

Speakers Bureau

To schedule a speaker for your group, fill out and submit the online form at www.miamidade.gov/transit, or call 305-375-3587, weekdays, 8:30 a.m. to 4:30 p.m. When you call, give the transit representative the group's name and contact information; how many people will attend; the desired transit topics; and the date, time, and location of your meeting. This service is free to the community.

Transit Telephone Numbers

CUSTOMER SERVICES

Customer Services305-770-3131
Toll-Free South of SW 216th Street.....305-891-3131
TTY Users (deaf and hard-of-hearing) ...305-654-6530

SPECIAL TRANSPORTATION SERVICE (STS)

STS Registration305-630-5300
TTY Users (deaf and hard-of-hearing) ...305-263-5459

OTHER TRANSIT SERVICES

Golden Passport/Patriot Passport305-654-6545
Lost & Found305-375-3366
Corporate Outreach Coordinator.....305-375-1639
Group Metropass Sales.....305-884-7567
Bicycle Locker Rentals.....305-375-1647
Speakers Bureau305-375-3587

Miami-Dade Transit

Website..... www.miamidade.gov/transit
Transportation PortalGo.miamidade.gov
Transit Watch (Safety Hotline).....305-375-2700

TRANSIT RELATED SERVICES

Emergency Ride Home1-800-234-RIDE
Tri-Rail1-800-TRI-RAIL

Carlos Alvarez
Mayor

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